



## **CUSTOMER SERVICE SPECIALIST**

### **SUMMARY**

Performs a variety of front-line library support services throughout Mid-Columbia Libraries (MCL) branches including: circulation support; information, reference and readers' advisory services; collection maintenance; program planning and presentations; and outreach events and services.

### **ESSENTIAL FUNCTIONS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assists library customers by checking library materials in and out, issuing library cards, accepting payments, updating library customer records, and placing holds. Resolves issues related to customer's circulation record.
2. Provides public service information, reference, and readers' advisory services in person, over the phone or electronically.
3. Uses information resources including online databases and print sources to answer questions and to locate information to borrow; assists and instructs the public in the use of MCL resources, and facilities, including meeting rooms.
4. Explains MCL policies and procedures and resolves related questions and concerns. Responds to issues related to customer conduct, referring matters to managers when needed.
5. Assists library customers in using computers and other library equipment/technology such as tablets, laptops, phones and other e-Reader devices.
6. Displays, shifts, and weeds library materials, working closely with the assigned collection development librarian. Pulls holds for library customers, processes shipment and manages book drops. May also shelve items in the absence of a Library Page.
7. Working with Programs department staff, develops and presents library programs to children, young adults, and adults.
8. Working with other staff, implements outreach service and program strategies; plans, presents and attends programs, events, exhibits, or festivals at non-library locations to advocate and promote library resources and services.
9. Rural & Homebound Services: Identifies target population groups; assesses eligibility for services; delivers library materials and services; selects and maintains outreach collections; works closely with community groups and other service providers who serve targeted populations.
10. Prepares a variety of statistical and other reports.
11. Performs clerical functions and related cash reconciliation.

12. Attends meetings and participates in various committees.

13. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Receives general supervision from assigned management and supervisory staff. May exercise functional and technical supervision over technical, clerical, page or volunteer staff. May act as "Person in Charge" in absence of assigned manager.

### **EDUCATION AND EXPERIENCE REQUIRED**

1. Associate of Arts degree from an accredited college.
2. Two years of customer service experience, including public contact.
3. Or equivalent technical training, education, and/or experience.

### **COMPETENCIES**

1. English usage, spelling, grammar, and punctuation.
2. Principles and procedures of record keeping.
3. Principles and practices of basic library work, including the Dewey Decimal System.
4. Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, emailing systems, and web-based searching.

#### Skill in:

1. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from library customers and library employees.

#### Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Represent MCL in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.
3. Promote a culture of belonging by supporting MCL's commitment to a Healthy Workplace.
4. Demonstrate a commitment to ALA's principles of intellectual freedom, the Library Bill Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
5. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.
6. Provide circulation, reference and readers advisory services.
7. Maintain collections in assigned areas.

8. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
9. Maintain tact, courtesy, and confidentiality while working with the public.
10. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
11. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
12. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
13. Operate relevant computer systems, including hardware and software and office machines.
14. Drive library vehicles, as assigned.
15. Work evenings and weekends.
16. Obtain a valid Washington driver's license.

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

1. Normally seated, standing or walking at will.
2. Extended periods of standing may be required when working at a public service desk.
3. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
4. Keyboarding and working at a computer monitor for extended periods required.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library customers and other MCL staff member will be necessary to resolve situations or problems.

**FLSA & UNION STATUS:** Non-Exempt, Union Position

**GRADE:** 220